

WebEx Frequently Asked Questions

1. I am attempting to schedule or start a WebEx online meeting and need the password.

Please contact the Service Desk at 410-887-8200 to obtain the password for your WebEx account.

2. There is no picture on the screen in a conference room.

- a. Make sure screen is turned on.
- b. If sharing your screen, ensure the computer is powered on and wireless mouse and keyboard are powered on and have fresh batteries.

3. I am unable to join the meeting.

- a. Attendees will be prompted to wait until the host has started the call.
- b. Recheck your meeting details to ensure you are using the correct meeting ID or link.
- c. Confirm the online meeting details with the meeting organizer.

4. I need the meeting details for my online meeting.

- a. Open the meeting appointment in Outlook and check the content area of that appointment for meeting details.
- b. Contact the meeting organizer.

5. I'm looking for a user's guide.

A quick reference guide to using WebEx in a conference room and a more complete user's guide to using all WebEx accounts is provided on BCNet at <http://bcnet/agencies/infotech/webex>

6. I can no longer log in to my GoToMeeting account.

As of 2/12/18, GoToMeeting is no longer in use in Baltimore County as previously administered by OIT. Online meetings are now available via WebEx.

7. How can I request a WebEx account?

Follow the instruction as provided on BCNet at <http://bcnet/agencies/infotech/webex>

8. I'm getting an error message "Java is not working"

- a. If you are on **Windows 10**, you may download an updated Java client from Software Center by following these steps.
 - i. Click the Windows Start button or press the Windows key on your keyboard
 - ii. Start typing "software . . ."
 - iii. When you see Software Center, press Enter
 - iv. Type the name of the software "Java" in the search box, upper right corner of the Software Center window, and press Enter
 - v. Verify that the installation page for the software desired is on the screen
 - vi. Click the Install button

- b. If you are on **Windows 7**, please contact the Service Desk at 410-887-8200 to report the issue. A technician may need to visit your desk to install or update Java.